

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Teton Machine Company

Idaho TechHelp

ISO Certification Caps Busy Year at Teton

Client Profile:

Teton Machine Company was founded in Jackson, Wyoming, 1952 and moved to Payette, Idaho, in 1981. The company employs 40 people in an 18,000-square-foot shop.

Situation:

Teton was faced with challenges that included competition from low cost producers, a scarcity of skilled manufacturing workers, and intense competition for profitable machining projects. The company had established a track record of success in precision machining; however, they still had an old "machine shop" image that had not changed in years. The company logo included a nut that gave a false impression of Teton's level of sophistication. Also, although Teton had worked to become ISO compliant the company had yet to complete its ISO certification process. Teton had a number of procedures that outlined some of the business processes, but did not cover the full scope of ISO requirements. Teton Vice President & General Manager, Andy Oyervides, decided it was time to certify Teton as a quality operation and to also project a more professional, quality image. Teton knew of Idaho TechHelp (TechHelp), a NIST MEP network affiliate, from having attended some Lean Manufacturing workshops and selected the organization to coordinate its ISO certification process.

Solution:

TechHelp manufacturing specialist, Jim Peterson, led the effort and brought in ISO expert, Jerry Sherman, to prepare Teton for ISO certification. While working towards ISO certification, Teton won TechHelp's "Extreme Image Makeover" contest and worked with TechHelp partner, Hedden-Nicely & Associates (HNA), to develop a new company image based on Teton's core competencies and beliefs. Teton created a cleaner, more professional look that kept its historical identity but described in broader terms what the company offered.

Results:

- * Awarded the TechHelp "Extreme Image Makeover" contest and successfully worked with HNA Associates to create an updated company image.
- * Completed the ISO 9001:2000 certification process and received final certification in November of 2005.
- * Upgraded all company materials with its new image and its ISO 9000:2001 certification.
- * Achieved a more competitive and profitable position that allows it to take on precision, high-margin machining jobs that low cost producers avoid.
- * Sales are nearing \$4 million per year and could double in the next 3 to 5 years.

Testimonial:

www.mep.nist.gov



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"Over the past several years we've utilized TechHelp resources to assist us in implementing Lean manufacturing concepts. In 2005, TechHelp linked us with the proper resources and helped us achieve ISO 9001:2000 certification of our quality system. They are a tremendous resource to Idaho manufacturers and we plan on using their services to continue to improve our company into the future."

Andy Oyervides, VP & General Manager